



## **Problem Resolution Report**

**Revision to PRR 023-Removal of Weddings Video Streaming and Archiving  
NG/CoSD-39**

**Date:** February 23, 2009

### **Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

### **Issue or Problem:**

PRR 023 provided for the addition of Video Archiving to the Agreement requirement for Video Streaming Services. The Parties wish to modify PRR 023-Video Streaming and Archiving Services by issuing PRR 039 to reflect the removal of Weddings on the Web.

### **Resolution:**

1. Schedule 4.3 of the Agreement, Statement of Work, at 4.5 as contained in PRR 023 is amended to read as shown on Attachment 1 to this PRR-039
2. In Schedule 16-1.1 of the Resource Unit is changed from \$11,529.88 to \$6,967.32. This price (\$6,967.32/month) encompasses two Wintel Application Servers (small); two End-User Data Jacks; DASD (Wintel) Storage and; video streaming managed services.

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.



## Problem Resolution Report

**NORTHROP GRUMMAN**

Revision to PRR 023-Removal of Weddings Video Streaming and Archiving  
NG/CoSD-39

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

### COUNTY OF SAN DIEGO

By: Bruce R. Petrozza

Name: Bruce Petrozza

Title: Manager of Contracting

Date: 03-03-09

### NORTHROP GRUMMAN INFORMATION TECHNOLOGY, INC.

By: Nancy Osmond-Hessney

Name: Nancy Osmond-Hessney

Title: Director, Contracts

Date: 3/2/09

Resource Unit	Schedule 4.3 Cross- Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (on specific cost detail breakouts)	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to 130% band)	Measurement Methodology (Specific measurement on last day of month or in Years)
			Fixed Fee	None (Monthly Rate)	\$		83,607	N/A	N/A	N/A	N/A	N/A	Specific
Video Streaming and Archiving Services	Desktop Services Video Streaming and Archiving Services--Section 4.5	Month				12		N/A	N/A	N/A	N/A	N/A	N/A

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**4.5. Video Streaming and Archiving Services****4.5.1. Video Streaming and Archiving Services Overview**

This section pertains to the Video Streaming and Archiving Services component within the Desktop Services Framework. The Video Streaming and Archiving Services component consists of the process of providing video data or content via a web page to the County Intranet or the external public and archiving such video data or content to be available for public viewing for one year. Video Streaming and Archiving Services consist of activities associated with the Plan, Build and Operate of the video streaming and archiving service.

**4.5.2. Video Streaming and Archiving Services High Level Requirements**

4.5.2.1. Contractor shall provide and maintain video streaming broadcast, at a minimum, of Board of Supervisors meetings, over the Internet to worldwide audiences and to the County Intranet.

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4.5.2.2. Contractor shall deliver and distribute video streaming broadcasts in the most efficient means to deliver high quality video to all End-Users.

4.5.2.3. Contractor shall provide and maintain video streaming capabilities across the County network.

4.5.2.4. Contractor shall archive video streamed broadcasts and store such archives for twelve months and provide a capability for public access, via the Internet, to and viewing of such archives

**4.5.3. Video Streaming and Archiving Services Requirements, Roles & Responsibilities**

The following table identifies the requirements, roles and responsibilities associated with Plan, Build and Operate services.

Video Streaming and Archiving Services: Plan, Build and Operate Requirements, Roles and Responsibilities

Video Streaming and Archiving Services: Plan, Build and Operate Requirements, Roles and Responsibilities		
Operate Requirements, Roles and Responsibilities	Contractor	County
1. Provide support, including Break-Fix, for Video Streaming and Archiving Services	X	
2. Provide and maintain internet video and audio streaming broadcasts, including broadcasts of Board of Supervisors meetings.	X	

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**Attachment 1 to PRR-039**

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Video Streaming and Archiving Services: Plan, Build and Operate Requirements, Roles and Responsibilities		
3. Provide archiving and public viewing and retrieval of broadcasts of Board of Supervisors meetings for twelve (12) months following the date of such meetings	X	
4. Provide broadcast feed of County of San Diego Board of Supervisors meetings to the Cox (or the applicable successor) cable television distribution network	X	

**PRR-039**  
**Firm Fixed Price for Video Streaming and Archiving Integrated Solution**

	Unit Price	Qty	Sales Tax (Y/N)	Granicus Extended Price	NG Markup	Total
<b>Non Recurring Costs</b>						
<b>Granicus Media Manager</b>						
Media Manager Software	12,500.00	1	Y	12,500.00		
Media Manager Enterprise Access	6,250.00	1	Y	6,250.00		
Media Manager Software Configuration	2,750.00	1		2,750.00		
Total Granicus Media Manager				21,500.00		
<b>Granicus OutCast Encoder</b>						
Osprey 230 Encoder Card	350.00	4	Y	1,400.00		
OutCast Encoder Software	6,250.00	1	Y	6,250.00		
OutCast Encoder Software Configuration	1,250.00	1		1,250.00		
Total Granicus OutCast Encoder				8,900.00		
<b>Granicus MediaVault</b>						
MediaVault Software Configuration	1,500.00	1		1,500.00		
MediaVault Software	15,000.00	1	Y	15,000.00		
Total Granicus OutCast Encoder				16,500.00		
<b>Granicus Stream Replicator</b>						
MediaVault Software	6,250.00	1	Y	6,250.00		
MediaVault Software Configuration	625.00	1		625.00		
Total Granicus OutCast Encoder				6,875.00		
<b>Granicus Managed Service</b>	2,440.00	1		2,440.00		
<b>Professional Services &amp; Other Hardware</b>						
Web Site Integration	4,375.00	1		4,375.00		
Installation 1 Day Onsite	4,062.50	1		4,062.50		
Training 2 Day Onsite	3,400.00	1		3,400.00		
Splitter Equipment	200.00	4	Y	800.00		
Player Template for Weddings on the Web	1,500.00	1		1,500.00		
Total Professional Services & Other Hardware				14,137.50		
Total Base Costs - Non Recurring				70,352.50	7,035.25	77,387.75
Shipping				875.00	87.50	962.50
Sales Tax						4,062.16
<b>Sub-total Proposal</b>				71,227.50		82,412.41
<b>Additional Non Recurring Cost</b>						
Project Manager	141.00	10		1,410.00		
Web Designer	108.00	11		1,188.00		
<b>Sub-total Additional Non Recurring Cost</b>				2,598.00		
Total Base Costs - Additional Non Recurring				2,598.00	259.80	2,857.80
Shipping				-	-	-
Sales Tax				-	-	-
<b>Sub-total Additional Non Recurring</b>				2,598.00		2,857.80
<b>Proposed Total One Time Firm Fixed Price</b>						<b>85,270.21</b>

<b>Optional Non-Recurring</b>						
Training 1 Day Onsite by Granicus Personnel	1,700.00	1		1,700.00	170.00	1,870.00
Training Per Hour - Remote by Granicus Personnel	150.00	1		150.00	15.00	165.00
Additional Meeting Bodies (Setup)	875.00	1		875.00	87.50	962.50
Additional Player Template	1,500.00	1		1,500.00	150.00	1,650.00
Additional View Template	1,500.00	1		1,500.00	150.00	1,650.00
<b>Granicus OutCast Encoder - Optional Hot Stand-By for Board of Supervisors</b>						
Osprey 230 Encoder Card	350.00	4	Y	1,400.00		
OutCast Encoder Software	6,250.00	1	Y	6,250.00		
OutCast Encoder Software Configuration	1,250.00	1		1,250.00		
Total Granicus OutCast Encoder				8,900.00		
Total Base Costs - Non Recurring				8,900.00	890.00	9,790.00
Shipping				218.75	21.88	240.63
Sales Tax						652.16
				9,118.75		10,682.79

<b>Recurring Monthly Costs</b>						
Wintel Applications Server - Small	1,288.94	2		2,577.88	N/A	2,577.88
Video Streaming Managed Service	2,439.20	1		2,439.20	N/A	2,439.20
End-User Data Jack	85.26	2		170.52	N/A	170.52
DASD (WINTEL) Storage	4.54	392		1,779.68	N/A	1,779.68
<b>Revised Video Streaming and Archiving Resource Unit Price</b>				6,967.28		6,967.28

<b>Optional Recurring</b>						
Additional Meeting Bodies (Addition to Monthly)	100.00	1		100.00	N/A	100.00
Wintel Applications Server - Small (Optional)	1,288.94	1		1,288.94	N/A	1,288.94
(Optional Hot Stand-By for Board of Supervisors)						
End-User Data Jack	85.26	1		85.26	N/A	85.26
Additional Non-Public Meeting Storage (50 Hours)	55.00	1		55.00	N/A	55.00
(Storage at the Granicus Site)						